

## CANCELLATION FEES

As of the 1st May 2009 cancellation charges for article reprints/eprints will apply as follows.

<b>English Language</b>	
<b>Point of Cancellation</b>	<b>% OF ORDER VALUE - EXCLUDING SHIPPING &amp; EXPEDITEED DELIVERY FEES</b>
Purchase Order/confirmed order received	5%
Proof Compiled	10%
Proof approved by customer	25%
ePrint created	35%
Copies printed/eprint supplied	100%

<b>Translations</b>	
<b>Point of Cancellation</b>	<b>% OF ORDER VALUE - EXCLUDING SHIPPING &amp; RUSH DELIVERY FEES</b>
Purchase Order/confirmed order received	5%
Translation work started	50%
Proof approved by customer	75%
ePrint created	35%
Copies printed/eprint supplied	100%

N.B. These cancellation fees are discretionary and can be waived. However, they do form part of our terms and conditions and as such are enforceable.